Electronic Acknowledgement Receipt		
EFS ID:	5262864	
Application Number:	10645438	
International Application Number:		
Confirmation Number:	7992	
Title of Invention:	Management of queues in contact centres	
First Named Inventor/Applicant Name:	Tony McCormack	
Customer Number:	23644	
Filer:	William M. Lee/Maggie Ballesteros	
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Attorney Docket Number:	920673-94702	
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1	Request for Continued Examination (RCE)	94702RCE.pdf	77126 b14c14fbc9b86cb0dx3466c541c0c8ab11	no	2

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2	Extension of Time	94702Extension.pdf	29497	no	1
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3	Fee Worksheet (PTO-875)	fee-info.pdf	31948	no	2
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